

~~Security Information~~

Chief, General Services

23 May 1952

Chief, Organization and Methods Service

Staff Study on Cable Traffic.

PROBLEM: What can be done to reduce the outgoing cable traffic at Signal Center after 1500 hours.

FACTS BEARING ON THE PROBLEM:

1. The greatest number of cables are received in the Signal Center for transmission between 1700 and 1900 hours (see Tab A).
2. 76 per cent of all cables originate in the area divisions of OPC and OSO (see Tab B). 75 per cent of cables transmitted by area divisions of OPC and OSO arrive at the Signal Center between 1500 and 2000 hours.
3. Approximately 80 per cent of these cables are "routine" and 14 per cent are "deferred". See Tab C(1) and Tab C(2).
4. "Routine" cables are transmitted by the Signal Center in 4 to 6 hours; "deferred" cables which are the last are transmitted in 8 to 12 hours.
5. The staff of the Signal Center work in three shifts. For hours and number on duty, see Tab D.
6. The Chief of the Signal Center reports that there has been no significant change in the situation since the DD/A's memo of March 6, 1952 (for copy see Tab E).

DISCUSSION:

1. The problem here propounded, as far as my experience is concerned, is not peculiar to this organization, although it is accentuated by the necessity or practice of coordination of cables with various elements within a division or with other divisions. Cables are usually the results of decisions arrived at during the day and therefore there is a tendency (perhaps a necessity) for them to be postponed to the end of the day. This state of affairs is also made worse in our organization because there is no messenger service (office boys) to run the cables to the Signal Center. It is observed that in some cases personnel in grades up to GS-11 deliver cables to the Center in order to minimize the delay. I am inclined to believe that the problem of late cables will always be with us. From Tab A, it will be noticed that the peak

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of the rush hour is around six o'clock, and begins between 3 and 4, whereas at 4:15 the number of people on duty appears to fall off. This situation seems to be a little out of balance.

25X1

2. It would appear that the small percentage of "deferred" cables indicates that little attention has been given to the [redacted] dated March 6, 1952. It may be because some divisions feel that the urgency requires dispatching cables as "routine". The fact is that a "deferred" cable goes out only from 4 to 6 hours after a "routine" cable and because of time differential in various countries, it would really make no difference. For instance, Europe is 6 hours ahead of us, and whether a cable is dispatched at 8 o'clock or 12 o'clock would make no particular difference since the communication would be received at the opening of business next day.

RECOMMENDATIONS:

1. That the peak of staffing be coordinated with the peak of traffic, even though it involves payment of night differential.
2. That the Signal Center hire three messengers whose main duty would be to run a continuous pick-up service from the covert offices.
3. That the administrative officers of OPC and OSC examine at random say 100 cables each day to determine whether or not a larger percentage could not be sent "deferred", and from the information derived from such study carry on a program of instruction looking toward the more intelligent use of cable facilities.

V. L. PEEL

Attachments (6)

Tabs A, B, C(1), C(2), D, E.